

Questions and Answers
Development Services Organizational Review RFP
Job Number 30-12-CMO
July 10, 2012

- 1) The following statement on page is unclear: "The Submittal shall not exceed thirty (20) pages (10 double-sided sheets of paper). The front cover, the back cover, and a maximum two-page cover letter, may be in addition to the thirty (20)-page limit". Is the response to be limited to thirty pages or (20) pages? **And;**

Please clarify the proposal page limit on page 5, para 5, last sentence.

Response: *The correct number is twenty (20) pages. This was corrected in Addendum #1 issued on June 28th and posted on our [webpage](#).*

- 2) It appears from the web site that there are 24 employees in Planning and 34 in Building and Fire. How many relevant employees are there in Public Works or other related organizations?

Response: *There are 18 positions in Building, 8 in Public Works Development Engineering and 24 in Planning*

- 3) What is the name of the new permit system? **And;**

Please provide a summary description of "Over the past year, the City has also been implementing a new permit system which went "live" on April 1, 2012" (vendor name, product name/version, system architecture, data repository) as well as a post implementation assessment of usage.

Response: *EnerGov. The system is still in the implementation phase. Staff interviews during the study will address this question.*

- 4) We assume some contact with the Planning Commission and Design Review Board will be in order. Is this correct?

Response: *That is possible, depending on your proposed approach to the project.*

- 5) Can you furnish background on the two permit process improvement studies between 2007 and 2009? **And;**

Please provide the studies alluded to in the following statement on page 2, "The development services departments commissioned two permit process improvement studies between 2007-2009 that resulted in operational changes and code amendments intended to improve permit processing times and customer satisfaction." **And;**

On page 2 you referred to two "permit process improvement studies". Are they available online for our review?

Response: *The reports for 2007 and 2009 have been posted on our [website](#) with the RFP.*

6) What budget range has been established for this work? **And;**

What is the City's budget for this initiative? **And;**

Have you determined a budget for the project that you can share with us?

Response: *We estimate the cost of this project to be \$75,000 to \$100,000.*

7) Please provide a copy of the city organization chart. Please detail the Development Services organization.

Response: *An organizational chart for the City and one for each of the departments involved in development services is available in the City's budget document. Page 1 of the profile has the City organization chart. For department functions, see the organizational charts for Planning and Community Development, Public Works and Fire and Building.*
<http://www.kirklandwa.gov/Assets/Finance+Admin/2011-12+Final+Budget+Documents/Introduction.pdf>

8) Please identify the Executive Sponsor of this initiative.

Response: *The City Manager's Office. Marilynne Beard, Assistant City Manager is the project manager.*

9) Given the extensive list of staff (approximately 100) throughout the City who have worked on various developmental permits as described on the City's website: "Initials are used throughout the City of Kirkland permitting database to keep track of who has done work on various permits/licenses. The following list of initials is here to help you locate the correct person to contact if you have any questions regarding a specific permit or business license." does the City have an expectation regarding how many are to be interviewed regarding this initiative?

Response: *We expect the consultant to conduct multiple interviews including the City staff and external customers. We do not expect the consultant to interview every development services staff person. The number and types of interviews is part of the consultant's study approach that should be described in the proposal.*

10) Which performance metrics presented in the City's performance report apply to Development Services?

Response: *Measures related to neighborhoods, the environment, housing and economic development.*

11) Please describe any significant activities that are related to the timing of this initiative.

Response: *This is the second in a series of organizational reviews the City Council is conducting to evaluate the efficiency and effectiveness of the organization. A remodel of City Hall is planned in 2014 that may realign customer service areas such as development services. Project design for the project is scheduled for 2012/2013 and this study may inform the location of development services functions.*

- 12) Can any of the 2012 Customer Survey results be interpreted as being related to Development Services? If yes, what?

Response: *Responses related to land use planning and growth are relevant.*

- 13) Does the city have full or part time quality management/ improvement positions that work with the Development Services Team?

Response: *No.*

- 14) What are the backgrounds of the proposal evaluation committee members?

Response: *The Assistant City Manager will be joined by representatives of each of the three departments that provide development services. They will represent a variety of positions within those departments ranging from front line customer service staff to management.*

- 15) Is there a reason the project is set up on a 8-9 month schedule? In our experience projects of this nature do not take that long.

Response: *A shorter time period may be appropriate and we are interested in hearing consultants' proposals for approach and time frame. We will want to be inclusive in our stakeholder input.*

- 16) Can project team resumes be included outside of the 20-page proposal limit, or are they required within the page limit?

Response: *They are within the twenty pages.*

- 17) Is there some form of a plan holders list we could get a copy of? **And;**

Would you provide us with a list of all organizations who are interested in bidding on this project?

Response: *Shown below are the firms that provided contact information and/or submitted questions.*

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